

# American Citizen Services Newsletter

The U.S. Embassy is transmitting the following monthly newsletter via its warden system as a public service to U.S. citizens in Mongolia. Please feel free to disseminate this message to U.S. citizens in your organizations or to other Americans you know.



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Ulaanbaatar, Consular  
Section** on  
Facebook.

## American Citizens' Visa Hour

Every **Tuesday at 4:00pm** at  
the Consular Section except  
on U.S./local holidays.

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### What Do You Think? Can your friends or family deposit funds into your bank account in an emergency?

**Yes.** A destitute U.S. citizen abroad who has depleted his/her bank account or reached an overdraft limit can arrange for friends or family to deposit additional funds in his/her account. This option allows the traveler to use an ATM card to access the replenished account quickly.

## Emergency Financial Assistance for U.S. Citizens Abroad

The Office of Overseas Citizens Services in the U.S. Department of State, (888) 407-4747 (or from overseas +1 (202) 501-4444) can assist U.S. citizens who are temporarily destitute abroad because of an unanticipated emergency. If you find yourself in this situation, here are some options:

**Contacting Home:** U.S. citizens in need of emergency financial assistance while abroad should first attempt to contact their family, friends, banking institution, or employer in the United States, or in their place of residence abroad, for financial help. The American Citizen Services unit in the Consular Section of the nearest [U.S. embassy or consulate](#) can assist in this effort. U.S. embassy and consulate contact information is available at [Country Specific Information](#). See [Sending Money to a U.S. Citizen Overseas](#).

**Wiring Money Directly:** You, or your family, friends, or associates, may wire money directly to a U.S. citizen abroad by contacting [Western Union](#), [MoneyGram](#), or other similar commercial money transfer services with offices overseas. There are money transfer cost comparison tools online to help you identify your best option. The person receiving the money will need to present proof of identity such as a passport. See information about [replacement of lost or stolen U.S. passports abroad](#). Be wary of [International Financial Scams!](#)

**Your Credit Card Company:** Your credit card company may be able to increase your credit limit temporarily. Report a lost/stolen credit card immediately to your credit card company. Your credit card company may be able to send you a new card using an express delivery service. Your credit card company may also be able to verify your credit card account directly to your hotel, airline, doctor, or hospital to enable you to check out of your hotel, obtain replacement airline tickets, or receive other emergency services. A person receiving funds and/or a new credit card may need to present proof of identity such as a passport. See information about [replacement of lost or stolen U.S. passports abroad](#). Inquire about the benefits your credit card company provides you overseas before you travel abroad.

**Bank to Bank Transfers:** It may be possible to transfer money directly from a bank in the United States to a bank in the foreign country where the U.S. citizen can receive the funds. Some foreign banks require that the U.S. citizen establish a foreign bank account to use this option. Bank to bank transfers can take several days to accomplish.

**Sending Money Through the U.S. Department of State:** When commercial options are not available, or their use is not feasible due to the circumstance of the emergency, family or friends may send funds to the Department of State for delivery to a destitute U.S. citizen abroad through the nearest U.S. embassy or consulate. See [Sending Money Overseas to a U.S. Citizen](#). The Department of State assesses a \$30.00 fee to establish an account and transfer funds. For additional information, contact the U.S. Department of State, Office of American Citizens Services and Crisis Management, at (888) 407-4747. For further information go to: <http://travel.state.gov/content/passports/english/emergencies/financial-assistance.html>

The Department of State has issued this Worldwide Caution to update information on the continuing threat of terrorist actions and violence against U.S. citizens and interests throughout the world. U.S. citizens are reminded to maintain a high level of vigilance and to take appropriate steps to increase their security awareness. This replaces the Worldwide Caution dated September 25, 2013, to provide updated information on security threats and terrorist activities worldwide.

The Department of State remains concerned about the continued threat of terrorist attacks, demonstrations, and other violent actions against U.S. citizens and interests overseas. Kidnappings and hostage events involving U.S. citizens have become increasingly prevalent as al-Qa'ida and its affiliates have increased attempts to finance their operations through kidnapping for ransom operations. Al-Qa'ida in the Arabian Peninsula (AQAP) and al-Qa'ida in the Islamic Maghreb (AQIM) are particularly effective with kidnapping for ransom and are using ransom money to fund the range of their activities. Kidnapping targets are usually Western citizens from governments or third parties that have established a pattern of paying ransoms for the release of individuals in custody. Current information suggests that al-Qa'ida, its affiliated organizations, and other terrorist groups continue to plan and encourage kidnappings of U.S. citizens and Westerners. U.S. citizens should closely monitor Travel Warnings and Alerts, as well as Country Specific Information, on the [Department of State's travel website](#) to review the latest safety and security information for destination countries.

Information also suggests that al-Qa'ida and its affiliated organizations continue to plan terrorist attacks against U.S. interests in multiple regions, including Europe, Asia, Africa, and the Middle East. These attacks may employ a wide variety of tactics including suicide operations, assassinations, kidnappings, hijackings, and bombings.

Extremists may elect to use conventional or non-conventional weapons, and target both official and private interests. Examples of such targets include high-profile sporting events, residential areas, business offices, hotels, clubs, restaurants, places of worship, schools, public areas, shopping malls, and other tourist destinations both in the United States and abroad where U.S. citizens gather in large numbers, including during holidays.

In early August 2013, the Department of State instructed certain U.S. embassies and consulates to remain closed or to suspend operations August 4 through August 10 because of security information

received. The U.S. government took these precautionary steps out of an abundance of caution and care for our employees and others who may have planned to visit our installations.

U.S. citizens are reminded of the potential for terrorists to attack public transportation systems and other tourist infrastructure. Extremists have targeted and attempted attacks on subway and rail systems, aviation, and maritime services. In the past, these types of attacks have occurred in cities such as Moscow, London, Madrid, Glasgow, and New York City.

The Department of State urges U.S. citizens living overseas or planning to travel abroad to enroll in the [Smart Traveler Enrollment Program \(STEP\)](#). When you enroll in STEP, we can keep you up to date with important safety and security announcements. Enrolling will also make it easier for the Embassy to contact you in the event of an emergency. You should remember to keep all of your information in STEP up to date; it is particularly important when you enroll or update your information to include a current phone number and e-mail address.

U.S. citizens are strongly encouraged to maintain a high level of vigilance, be aware of local events, and take the appropriate steps to bolster their personal security. For additional information, please refer to [Traveler's Checklist](#).

U.S. government facilities worldwide remain at a heightened state of alert. These facilities may temporarily close or periodically suspend public services to assess their security posture. In those instances, U.S. embassies and consulates will make every effort to provide emergency services to U.S. citizens. U.S. citizens abroad are urged to monitor the local news and maintain contact with the nearest U.S. embassy or consulate.

As the Department of State continues to develop information on potential security threats to U.S. citizens overseas, it shares credible threat information through its [Consular Information Program](#) documents, including Travel Warnings, Travel Alerts, Country Specific Information, and Emergency and Security Messages, all of which are available on the Bureau of [Consular Affairs website](#). Stay up to date by bookmarking our [website](#). Follow us on [Twitter](#) and the Bureau of Consular Affairs page on [Facebook](#) as well.

Please go to the following website for the full Worldwide Caution notice: <http://travel.state.gov/content/passports/english/alertswarnings/worldwide-caution.html>.

**TRAVELER'S TIP**

**Check your overseas medical insurance coverage** to ensure you are covered abroad and that you have coverage for medical evacuation in the event of a health emergency. **Ask your medical insurance company if your policy applies overseas, and if it covers emergency expenses such as medical evacuation. If it does not, consider supplemental insurance.**

**Check the expiration date on your passport carefully before traveling this summer.** We recommend that your passport have at least six months of validity whenever you travel abroad to avoid unintended travel disruptions. You can find passport validity requirements for your destination country, along with other important information, at Country Specific Information pages. To ensure that your travel plans are not disrupted, plan ahead to renew your passport before traveling.

**Warden Volunteers Still Needed!**

We are searching for volunteers to act as wardens in Mongolia. If you are interested, please send an email to [ulaanbaataracs@state.gov](mailto:ulaanbaataracs@state.gov).

The United States warden system is not for the benefit of the Embassy, but for the American citizens living in Mongolia. Wardens in each district play an important role in the event of an emergency by contacting American citizens residing in Mongolia to ensure timely distribution of important information. It is a way for Americans to look after each other, which is particularly important in a place like Mongolia due to the distances between cities and difficult travel conditions.

The Embassy would appreciate your consideration for this important role. It also could be a great opportunity for you to take a few hours out of each quarter to become more familiar with American citizen neighbors, which might prove to be a rewarding experience.

*U.S. citizens residing or traveling in Mongolia are reminded to enroll with the U.S.*



Smart  
Traveler  
Enrollment  
Program

*Embassy by entering your travel itinerary and contact information into the **Smart Traveler Enrollment Program (STEP)** at <https://step.state.gov/step/>. Don't forget to enter your email address, local address and phone number, if known, as well as your expected departure date from Mongolia. Entering your expected departure date will indicate when you do not need to receive ACS-related emails from the Embassy.*

**TRAVEL WARNINGS**

**Djibouti**, June 8, 2014  
**Ukraine**, June 5, 2014  
**Venezuela**, June 4, 2014  
**Libya**, May 27, 2014  
**Iran**, May 22, 2014  
**North Korea**, May 20, 2014  
**Philippines**, May 19, 2014  
**Kenya**, May 17, 2014  
**Central African Republic**, May 13, 2014

**TRAVEL ALERTS**

**2014 Hurricane and Typhoon Season**, May 29, 2014  
**Thailand**, May 28, 2014

For additional information about these travel warnings and alerts, please visit this website: <http://www.travel.state.gov/>.

**Upcoming Holiday Closing in July**

Friday, June 4	U.S. Independence Day
Friday, July 11	Naadam National Holiday
Monday, July 14	Naadam National Holiday

**Embassy Contact Information**

American Citizen Services  
 U.S. Embassy  
 Denver Street #3  
 11th Micro District  
 Ulaanbaatar 14190 Mongolia  
 Tel: 976-7007-6001  
 Fax: 976-7007-6014

**After-hours emergency number: 9911-4168**

E-mail: [UlaanbaatarACS@state.gov](mailto:UlaanbaatarACS@state.gov)